KARNATAKA ELECTRICITY REGULATORY COMMISSION

No.16, C-1, Miller Tank Bed Area, Vasanthanagar, Bengaluru-560052.

NOTIFICATION

No: KERC/DDD/CGRF/1254/2025-26/ 209 **dated: 20.05.2025**

KERC (Consumer Grievance Redressal Forum and Ombudsman) (Third Amendment) Regulations 2025.

Preamble:

In exercise of powers conferred under Section 181 read with Sub-Section (5), (6) and (7) of Section 42 of the Electricity Act 2003(Act No 36 of 2003) and all powers enabling it in this behalf, the Karnataka Electricity Regulatory Commission had issued KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations 2004 (herein called as Principal Regulations) and subsequently amendments were issued from time to time.

The Commission has been receiving proposals from the ESCOMs' seeking approval for creation of additional CGRFs with a view to making it convenient for consumers to get their grievance redressed expeditiously. It is noted that the Distribution Licensees have established Consumer Grievance Redressal Forums (CGRF) in every Revenue District of their Jurisdiction.

The Commission is of the view that establishing of an additional CGRF at the Corporate Office of the Distribution Licensee would help in facilitating the consumers mitigating their grievances by escalating them to one more level at the Corporate office if the grievances are not redressed at the District level CGRF. Thus, the Commission, duly invoking the provision under the clause 14 of these Regulations, for removal of difficulties, had issued the Order dated 19.11.2024, allowing the Distribution Licensees to establish additional CGRFs in their Corporate offices and further directing the office to propose necessary amendments to relevant clauses of these Regulations following due procedure.

The Commission vide its notification dated 16.01.2025 has notified the draft of the proposed amendments and had invited comments/views/suggestions/objections from interested persons. The Commission has also held a "public Hearing" on 19.03.2025 in the matter. After considering the comments/views/suggestions/ objections received, the Commission hereby makes the following amendments to the existing Regulations:

1. **Title and Commencement: –**
   a) These may be called the Karnataka Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Ombudsman) (Third Amendment) Regulations, 2025.

b) These shall come into force from the date of their publication in the Official Gazette of the Karnataka State.

c) These shall apply to all the Licensees engaged in the business of distribution of Electricity and the Consumers of Electricity in the State of Karnataka.

2. The existing Clauses mentioned in Column-3 of the table below shall be substituted/inserted by the Clauses mentioned in Column-4:

Sl. No.	Clause No:	Regulation as existing	Regulation as amended/inserted
(1)	(2)	(3)	(4)
1	2.	**Definitions**	
	2 (l)	**New**	**2(l) "Prosumer' means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;**
2	3.1	Every Distribution Licensee shall establish in every Revenue District of its jurisdiction a Forum to be called "Consumer Grievance Redressal Forum" (referred to as Forum(s) hereunder) in the manner specified by these Regulations. The Forum so established shall have jurisdiction as notified by the Licensee.	**No change**
3	3.2	(a) The Chairperson shall be an officer of the Licensee not below the rank of a Superintending Engineer.	**(a) No change.**
	3.2	(b) One member shall be an officer of the Licensee not below the rank of an Executive Engineer.	**(b) No change.**
	3.2	(c)one member shall be nominated by the Commission from among persons who have experience or knowledge of electricity sector/consumer affairs.	**(c)** one member shall be nominated by the Commission from among the persons who have experience or knowledge of electricity sector/consumer affairs/**Law.**
4	3.2.1	**New**	**a. Every Distribution Licensee in addition to existing district level Forums, shall establish a Forum called "Consumer Grievance Redressal Forum "at corporate level.** **b. The Forum at corporate level shall consist of four members including a chairperson among them. The chairperson shall be an officer of the Licensee not below the rank of a Chief Engineer, one member shall be an officer of the Licensee not below the rank of a Superintending Engineer, one member representing prosumer to be nominated by the Licensee and one more**

			member shall be nominated by the Commission from among persons who have experience or knowledge of Electricity sector/ Consumer affairs/Law. **c. The Distribution Licensee shall facilitate/create digital interface and auto escalation of the complaint to Consumer Grievance Redressal Forum at Corporate level, if the grievances of the consumer are not redressed in his favour or grievances not resolved within a period of Sixty (60) days from the date of admission of the complaint, at the District level CGRF.** **The CGRF at Corporate level shall resolve such grievances within a maximum period of Thirty (30) days from the date of receipt of a complaint. The procedure specified for CGRF revenue District shall be followed mutatis mutandis, for resolution of the grievances at corporate level CGRF.**
	3.3	The non-official Member nominated by the Commission under Clause (c) of sub-Regulation 3.2 shall hold the office for a period of 3 years and he shall be paid such remuneration as may be determined by the Licensee.	The non-official Member nominated by the Commission **and the Member representing prosumers nominated by the licensee** shall hold the office for a period of **THREE** (3) years.
5	**3.5**	Members shall be paid Sitting Fee, DA & TA as the case may be as admissible to a class I Government Servant.	**Non-official Members/Members representing the prosumers shall be paid a monthly honorarium and Sitting Fee as determined by the Commission from time to time.** **They shall also be entitled to Travel Allowance (TA) and Dearness Allowance (DA) as admissible to a Class I Government Servant.**
6	**6.**	Procedure for Grievance Redressal and lodging complaints	
	6.1	In the event of a complaint not being redressed within the time limit as provided in the KERC (Complaints Complaint Handling Procedure) Regulations 2004 and KERC (Licensees' Standards of Performance) Regulations 2004, the complainant may submit his grievance to the Forum within THREE (3) months from the date on which his grievance should have been redressed.	In the event of a complaint not being redressed satisfactorily as provided in the **KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters) Regulations, 2022 and amendments thereof,** the complainant may submit his grievance to the **district level** Forum within THREE (3) months from the date on which his grievance should have been redressed. Provided that the Forum may for sufficient cause condone the delay in filing the complaint.

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		Provided that the Forum may for sufficient cause condone the delay in filing the complaint.	
7	**9.**	Findings of the Forum	
	9.1	If after the completion of the proceedings, the Forum is satisfied that any of the allegations contained in the complaint is true, it shall issue an order to the licensee directing it:	**No Change**
		(a) Redress the grievance of the complainant, and	(a) **To redress the grievance of the complainant, and**
		(b) To pay such amounts as may be awarded as cost to the consumer. The relief awarded shall be as specified in Schedule I to the KERC (Licensees Standard of Performance) Regulations, 2004 and shall not exceed the actual demand.	(b) To pay such amounts as may be awarded as cost to the consumer. The relief awarded shall be as specified in Schedule I to **the KERC (Rights of Consumers Relating to Supply of Electricity, Standards of Performance (SoP) and allied matters) Regulations, 2022 and amendments thereof** and shall not exceed the actual demand.
	9.2	A certified copy of every order rendered by the Forum shall be delivered to the parties.	**No Change**
	9.3	Any Complainant aggrieved by the order made by the Forum may make a representation against such order to the 'Ombudsman', within a period of THIRTY days from the date of receipt of the order.	**Any complainant aggrieved by the order made by the CGRFs at the Corporate level may make a representation against such order to the Ombudsman within a period of Thirty (30) days from the date of receipt of the order.**

By the Approval of the Commission,

Secretary
Karnataka Electricity Regulatory Commission

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ಮುದ್ರಕರು ಹಾಗೂ ಪ್ರಕಾಶಕರು:– ಸಂಕಲನಾಧಿಕಾರಿಗಳು, ಕರ್ನಾಟಕ ರಾಜ್ಯಪತ್ರ, ಸರ್ಕಾರಿ ಕೇಂದ್ರ ಮುದ್ರಣಾಲಯ, ಬೆಂಗಳೂರು